

**District Government Agency**  
**Ranking Chart Telephone Tester FY05 Second Quarter Results**  
**(As Compared to the District Average)**

Agency	Courtesy	Knowledge	Etiquette	Overall	Average	Pass/Fail
City Administrator, Office of the	5.00	5.00	4.98	4.98	4.990	Pass
Property Management, Office of	5.00	5.00	4.98	4.98	4.990	Pass
Arts and Humanities, Commission on	5.00	5.00	4.98	4.98	4.990	Pass
Aging, Office on	5.00	5.00	4.98	4.98	4.990	Pass
Mental Health, Department of	5.00	5.00	4.97	4.98	4.988	Pass
Contracting and Procurement, Office of	5.00	5.00	4.96	4.98	4.985	Pass
Department of Public Works	5.00	5.00	4.97	4.97	4.985	Pass
Planning, Office of	5.00	5.00	5.00	4.93	4.983	Pass
Consumer and Regulatory Affairs, Department of	5.00	5.00	5.00	4.92	4.980	Pass
Office of the Unified Communications	5.00	5.00	4.95	4.95	4.975	Pass
Office of Asian and Pacific Islanders	5.00	4.98	5.00	4.90	4.970	Pass
Fire and Emergency Medical Services, Department of	5.00	5.00	4.97	4.90	4.968	Pass
Children, Youth and Families and Elders, Office of the	5.00	4.90	5.00	4.95	4.963	Pass
Mayor's Suite	5.00	5.00	4.90	4.94	4.960	Pass
Parks & Recreation, Department of	5.00	5.00	4.96	4.88	4.960	Pass
Chief Financial Officer, Office of the	5.00	5.00	5.00	4.84	4.960	Pass
Planning and Economic Development, Office of	5.00	5.00	4.95	4.88	4.958	Pass
Office Risk Management	5.00	5.00	5.00	4.82	4.955	Pass
Cable Television and Telecommunications,	5.00	4.92	4.96	4.94	4.955	Pass
Mayor's Call Center	5.00	5.00	4.89	4.91	4.950	Pass
Insurance and Securities Regulation, Department of	5.00	5.00	4.95	4.85	4.950	Pass
Transportation, District Division of	5.00	5.00	4.95	4.84	4.948	Pass
Secretary, Office of the	5.00	4.95	4.98	4.86	4.948	Pass
Medical Examiner, Office of the Chief	5.00	5.00	4.94	4.80	4.935	Pass
State Education Office	5.00	5.00	4.89	4.85	4.935	Pass
Public Safety and Justice, Office of the Deputy Mayor	5.00	4.91	4.98	4.84	4.933	Pass
Labor Relations	5.00	4.89	4.91	4.91	4.928	Pass
Local Business Development, Office of	5.00	5.00	4.87	4.83	4.925	Pass
Housing and Community Development, Department of	5.00	4.91	4.93	4.85	4.923	Pass
Chief of Staff, Office of the	5.00	5.00	4.84	4.76	4.900	Pass
Human Services, Department of	5.00	5.00	4.84	4.76	4.900	Pass
Communications, Office of	5.00	5.00	4.79	4.80	4.898	Pass
Public Library	4.98	4.98	4.93	4.69	4.895	Pass
Public Service Commission	5.00	4.99	4.83	4.76	4.895	Pass
Veterans Affairs	5.00	5.00	4.88	4.64	4.880	Pass
Emergency Management Agency	5.00	4.98	4.73	4.80	4.878	Pass
Inspector General, Office of the	5.00	5.00	4.76	4.74	4.875	Pass
Chief Technology Officer, Office of the	5.00	4.81	4.83	4.83	4.868	Pass
Corrections, Department of	5.00	5.00	4.78	4.64	4.855	Pass
Office of Zoning	5.00	5.00	4.78	4.58	4.840	Pass
Operations, Deputy Mayor for	5.00	5.00	4.89	4.41	4.825	Pass
<b>District Average</b>	<b>5.00</b>	<b>4.98</b>	<b>4.92</b>	<b>4.85</b>	<b>4.81</b>	
Policy and Legislative Affairs, Office of	5.00	5.00	4.74	4.45	4.798	Pass
Human Rights	5.00	5.00	4.49	4.69	4.795	Pass
Child and Family Services	5.00	4.84	4.75	4.51	4.775	Pass
Office of Civilian Complaint Review	5.00	5.00	4.49	4.47	4.740	Pass
Health, Department of	5.00	5.00	4.53	4.35	4.720	Pass
Attorney General, Office of	5.00	4.94	4.74	4.09	4.693	Pass
Alcohol and Beverage Regulation Administration	5.00	4.84	4.51	4.40	4.688	Pass
Office of Latino Affairs	4.90	4.71	4.69	4.50	4.633	Pass
DC Taxi Cab Commission	4.99	4.75	4.52	4.09	4.588	Pass
DC Lottery and Charity Game Board	5.00	5.00	<b>3.80</b>	4.37	4.543	Fail
DC Advisory Commission and Sentencing	5.00	5.00	4.56	<b>3.61</b>	4.543	Fail
Personnel, Office of	5.00	4.91	4.04	4.21	4.540	Pass
Office of Community Affairs	5.00	4.63	4.23	4.23	4.523	Pass
Employment Services, Department of	4.93	4.60	4.47	4.06	4.515	Pass
Metropolitan Police Department	5.00	4.89	<b>3.49</b>	4.08	4.365	Fail
DC Energy Office	5.00	4.57	4.03	<b>3.68</b>	4.320	Fail
Tax and Revenue, Office of	5.00	5.00	4.40	<b>2.48</b>	4.220	Fail
Motor Vehicles, Department of	5.00	5.00	4.89	<b>1.63</b>	4.130	Fail

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University of the District of Columbia	5.00	5.00	2.75	2.75	3.875	Fail